

Hiring a Managed Service Provider



Top Five Considerations

IT Modernization EBOOK

Introduction

Hiring a Managed Services Provider is an important decision because today's business world demands technical competency. Technology is an important enabler of higher corporate profits by creating competitive advantages.

1 Customer Driven

A customer driven service provider puts the customers needs before sales and quotas. The provider's main goal is to solve business issues for the customer utilizing technology.



2 Industry Experience


A Managed Service Provider with relative industry experience can be invaluable. They should have customer success stories from businesses like yours.





3 Response Times

TIME IS MONEY! YOUR BUSINESS REQUIRES RELEVANT ANSWERS AND SOLUTIONS TO ISSUES FAST. IN ADDITION, A MANAGED SERVICE PROVIDER SHOULD STRIVE TO PREVENT OUTAGES, THROUGH PROACTIVE MONITORING AND MAINTENANCE. THERE IS A LOT OF WORK BEHIND THE SCENES INCLUDING MONITORING, MAINTENANCE AND TRAINING TO MAINTAIN GREAT RESPONSE TIMES AT REASONABLE PRICES. IN TODAY'S WORLD, SERVICE PROVIDERS CAN UTILIZE AUTOMATION TO ASSIST IN KEEPING PRICES LOW WHILE MAINTAINING ABOVE AVERAGE RESPONSE TIMES FOR CUSTOMERS.



Benefits

A professional Managed Service Provider offers several benefits including: availability and access to resources. In addition, make sure the provider has insurance and that the firm provides innovative leadership.

4 Insurance

Just like you would do for any outside vendor, check that the Managed Service Provider carries insurance.



5 Innovation

Most Managed Service Providers utilize a subscription model to bill out services. Part of your subscription's built in cost should include some level of audits and recommendations on how to improve computer response and risk reduction.





Conclusion

HIRING A COMPETENT MANAGED SERVICE PROVIDER TO SUPPORT YOUR BUSINESS ADDS AN OPERATING EXPENSE TO YOUR BOTTOM LINE THAT WILL PROVIDE A GREAT RETURN ON INVESTMENT. YOUR COMPANY WILL BENEFIT FROM INCREASED EMPLOYEE EFFICIENCY, IMPROVED OPERATIONAL EXCELLENCE, IMPROVED SECURITY AND THE MITIGATION OF COSTLY NETWORK AND COMPUTER OUTAGES. REVIEW THE FIRM'S SOCIAL MEDIA AND BLOG POSTINGS TO VERIFY THOUGHT LEADERSHIP AND TECHNICAL COMPETENCY.

